



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.96	2.98	2.98	2.97
B. Operator Answer Time - Information [730.510(a)(1)]	2.90	2.70	3.30	2.97
C. Repair Office Answer Time [730.510(b)(1)]	17.00	13.00	12.00	14.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	42.00	31.00	27.00	33.33
E. Percent of Service Installations [730.540(a)]	78.89% *	80.81% *	79.54% *	79.78% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	2.97% *	1.59% *	1.06% *	1.92% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.56	1.64	1.54	1.58
H. Percent Repeat Trouble Reports [730.545(c)]	14.80%	14.77%	15.88%	15.14%
I. Percent of Installation Trouble Reports [730.545(f)]	9.04%	7.69%	8.21%	8.31%
J. Missed Repair Appointments [730.545(h)]	184	174	142	167
K. Missed Installation Appointments [730.540(d)]	253	218	187	219

Comments

Part 730 (730.540(a)) Item E: standard fails to recognize industry accepted number porting intervals.



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